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ABSTRACT

Since July 1994 the U.S. Department of State has supported the programs of the Catholic Migration Commission to conduct predeparture orientation for U.S.-bound refugees from Bosnia. The orientation program operates in several sites in Croatia to prepare Bosnian refugees for resettlement in the United States. To create links between overseas orientation and domestic resettlement, the Department of State asked the Center for Applied Linguistics to organize a conference, which was held in February and March 1995. This report documents the presentations given by individuals and agencies and discussions about important orientation issues. Nancy Jackson from the U.S. Department of State spoke about Bosnian resettlement and the expectation that the situation would become even more complicated. Nick Miscione of the International Catholic Migration Commission discussed the orientation program in detail. Ed Silverman, of the Illinois state refugee program, reviewed the state's efforts for resettlement and the experiences of the Bosnian-American community in Chicago. Several social service agency directors discussed aspects of their work with Bosnian refugees. On the second and third days of the conference, the focus was on the health issues of Bosnian refugees and the operations of the Bosnian Refugee Center. Employment issues also received consideration. A fact sheet about Bosnian refugees is attached. (SLD)

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ED 406 496

MEETING THE NEEDS OF BOSNIAN REFUGEES

February 27 - March 2, 1995

Hosted by the Illinois Refugee Social Service Consortium and
the Jewish Federation of Metropolitan Chicago

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INTRODUCTION

Since July, 1994, the U.S. Department of State, Bureau of Population, Migration and Refugees has funded the International Catholic Migration Commission (ICMC) to conduct pre-departure orientation for U.S.-bound refugees from Bosnia. The orientation program operates in several sites in Croatia to prepare Bosnian refugees for resettlement in the United States.

To create linkage between overseas orientation and domestic resettlement, the Department of State asked the Center for Applied Linguistics to organize a meeting of ICMC staff and service providers working with Bosnians in the Chicago area. The meeting was held on February 28, 1995 and was hosted by the Illinois Refugee Social Service Consortium and the Jewish Federation of Metropolitan Chicago. The purpose of the meeting was to discuss the pre- and post resettlement experiences of Bosnian refugees and to seek input from U.S. service providers on what should be stressed in overseas orientation. Following the meeting, visits were made to several voluntary agencies, a mental health program, a health clinic, a Bosnian self-help association, and the homes of four Bosnian families.

This report documents the presentations that were given by individuals and agencies and the discussions that took place on issues in overseas orientation, Chicago's resettlement system and services, and the Bosnians' resettlement and adjustment experiences. Though the primary purpose of this report is to document the recommendations made by U.S. service providers and Bosnian refugees, it is hoped that others working in Bosnian resettlement will find the information of use.

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MEETING BOSNIAN NEEDS

ITINERARY

February 28 - March 2

Day 1	**February 28, 1995**
9:00 - 10:00 a.m.	Overview of International Catholic Migration Commission Pre-Entry Program in Zagreb, Croatia -- Issues and Challenges. (Jewish Federation)
10:00 - 11:30 a.m.	Resettlement Models and Services for Bosnians. Agency Directors from: CCAC, JFCS, IRIM, WR & TIA and the Episcopal Diocese. (Jewish Federation)
11:30 - 12:30 p.m.	Group Discussion (Jewish Federation)
1:00 - 3:00 p.m.	Lunch at JFMC with Bosnian Direct Line Staff. Small group discussion: 1) What cross-cultural differences present the greatest challenge to resettlement for Bosnian refugees? 2) What language and cultural orientation skills and knowledge do Bosnian refugees need for successful resettlement?
Day 2	**March 1, 1995**
10:00 - 12:00	Bosnian Mental Health Program Travelers & Immigrants Aid - Dr. Abby Sivan and Bosnian Mental Health workers.
12:00 - 1:00	Lunch At TIA with Mental Health Staff.
1:00 - 1:30	Bosnian Refugee Center
2:00 - 4:00	Refugee Health Screening and Primary Care Program Meet with health care administrators and direct line staff at Touhy Health Center.
4:00 - 5:00	World Relief Employment Services

Day 3	**March 2, 1995**
9:00 - 10:00	ESL Classes at IRIM
10:00 - 11:30	IRIM Employment Program
11:30 - 1:00	Lunch at IRIM
1:30 - 5:00	Home visits with Bosnian Refugees

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EXECUTIVE SUMMARY

"Meeting the Needs of Bosnian Refugees" consisted of three days of meetings with representatives from the U.S. Department of State, Bureau of Population, Refugees and Migration, Illinois State agencies, Chicago voluntary agencies and the Bosnian community. The purpose of the meetings was to create linkage between overseas orientation and domestic resettlement, in particular with the International Catholic Migration Commission (ICMC) which conducts pre-departure orientation for U.S.-bound refugees from Bosnia and the Chicago service providers who have resettled the largest number of Bosnians in the U.S.

Presentation highlights:

The **State Department** predicts at a minimum the same number of Bosnians will be resettled in the U.S. in 1995 as in 1994 (approximately 7200), with more free cases from UNHCR referral because European slots will decrease while Europe tries to regularize the status of those refugees already in their countries with temporary protection status.

The **ICMC cultural orientation program** serves approximately 70% of the U.S.-bound Bosnians with an optional 8-day course offered in Zagreb and several places outside Zagreb using a mobile teaching force of predominantly bilingual staff. The major issues for cultural orientation are war trauma, the concept of leaving Europe (giving up hope on returning), and the legacy of a socialist upbringing. The political situation is tense and expected to worsen; a renewed outbreak in fighting would increase the difficulty of getting refugees out of Bosnia.

Illinois refugee resettlement is characterized by close coordination between the public and private sectors, very large resettlement numbers (90,000 in total since 1975, 1700 Bosnians), and bilingual staffing (including approximately 20 Bosnians). The Chicago area also has a large pre-war immigrant population from the former Yugoslavia (approximately 80,000, including 2500 Bosnian Muslims).

The **Chicago voluntary agencies** use a variety of resettlement models: volunteer, sponsorship, professional worker and combinations thereof. Using the cluster approach, Chicago agencies have specialized in such areas as mental health and job placement.

Issues in Bosnian refugee resettlement include the following:

* misinformation and misconceptions about U.S. resettlement (unrealistic expectations)

* adjusting to living in poverty

* need for English language training (75-80% do not speak English, need English for employment)

* Bosnian attitudes toward employment may impact on their willingness to accept entry level jobs and on their adjustment to the U.S. labor market

* older refugees who were pensioners in Bosnia may be surprised at expectation to work in the U.S.

* adjustment is hindered by the trauma of war (PTSD, concentration camp victims, family separation)

* Bosnians' view of illness as a stigma may be a barrier to treatment

MEETING THE NEEDS OF BOSNIAN REFUGEES
February 27 - March 2, 1995

REPORT

DAY 1: February 27, 1995

I. U.S. DEPARTMENT OF STATE, BUREAU OF POPULATION, REFUGEES AND MIGRATION. Nancy Jackson from the U.S. Department of State, Bureau of Population, Refugees and Migration (PRM), recently returned from a 4-day visit to Zagreb and briefly spoke about her impressions and expections for FY1995.

Numbers --last year, approximately 7200 Bosnians resettled nationwide, at least same number expected for 1995

Explanation of Why Only 7200 -- Bosnians wanted to go elsewhere and a large number cannot get out; certain categories are not eligible unless referred by the UNHCR, such as Bosnian Croats (the program focuses on Bosnian Muslims); only two ways to get to the U.S. are by AOR or by UNHCR referral (AORs must be Bosnian Muslim); all applicants are independently assessed (must show that the violence is directed specifically at them, war-affected not war-related)

Situation Expected to Worsen -- especially because of anticipated renewed fighting if United Nations Protection Forces (UNPROFOR) withdraws from Croatia after March 31 as requested by President Tudjman

Croatian Government Overwhelmed -- estimated 400,000 displaced persons and refugees in their newly-established country of 4 million with 25% of its territory occupied (Croatian government estimates that it received 3000 refugees last month -- almost half the number that the U.S. resettled last year)

More Free Cases in 1995 -- UNHCR will recommend 10,000 Bosnians for resettlement for 1995, the majority to U.S. because: 1) fewer slots in Europe -- countries trying to regularize the status (i.e. giving asylum) of those already there will take fewer new refugees in 1995 (e.g. Sweden: 9000 in 1994, 900 in 1995), 2) "long-stayers" now considering permanent resettlement, 3) situation in places like Banja Luka are deteriorating

INS Approval Rate -- current Zagreb rate 90-95% (although 85-90% from last trip), fraud is basically a non-issue with the Bosnians

II. INTERNATIONAL CATHOLIC MIGRATION COMMISSION PROGRAM IN ZAGREB, CROATIA. Nick Miscione, Project Director for the International Catholic Migration Commission (ICMC) discussed the Croatia program in more detail as well as his impressions of the Bosnian refugees and the current political situation. Highlights are as follows.

A. Overview of ICMC Pre-Resettlement Orientation Program in Zagreb

Numbers -- about 70% of the 7200 U.S.-bound Bosnians (5200) are processed through Zagreb

Processing -- IRC and ICMC (from summer 1993) conduct processing in Croatia, INS comes to Zagreb on rotation once a month, 8-12 weeks from approval to assurance (very quick)

Complaints -- refugees and UN and Croatian government complain that processing takes too long because they compare U.S. to quick process time for placements in Europe, but U.S. process is longer because resettlement is permanent in U.S. vs. temporary protection offered by European countries

Training -- ICMC optional 8-day (32 hours) cultural orientation course, began late summer 1994, half of the teaching outside Zagreb (Dubrovnik, Split, Gasinci, Varazdin, Rijeka, Obonjan, and Ljubljana, Slovenia) using a mobile teaching force

ESL -- not funded, but trying to do it using materials from closing sites in Asia, funding and space are biggest constraints, plan to set up resource centers outside of Zagreb because they visit these sites only one week at a time

Class Size -- the class size varies, but ICMC prefers 15-20 students per class

Students -- 90% Bosnian Muslim, 16-60 years old (although some bring their whole family with children), varied English language skills, educated at least through primary school and some with secondary education

Bilingual Staff -- 5-6 teachers, primarily bilingual and with varied experience (e.g. a nurse-midwife who worked in D.C. with refugees, a person with experience in upstate New York youth camps for minority youth, and a Croatian-Canadian who has learned the Bosnian dialect).

B. Impressions/Challenges

Critical Factor for Cultural Orientation is Urban vs. Rural Background -- people from urban backgrounds handle the material more easily than rural people or Gypsies with low education, non-urban refugees may need more comprehensive cultural orientation

Balancing Information and Skills -- program tries to mix specific information with teaching problem-solving coping skills, get refugees to participate in the process and look at own experience, refugees often do not have the language but have survival skills, there will be culture shock but learning cross-cultural skills can help them fit in and adjust

Legacy of Socialist Upbringing -- Bosnians very much affected by their upbringing in a socialist system and resulting expectations of social services, cultural orientation stresses the U.S. system as one of individual responsibility with access, discuss bureaucracy and how to work within the system (not to be frustrated, but to persist)

Bosnians Are Hard-Working and Honest People -- in class they are interested and ask good questions

The Dream Vs. Reality of Resettlement in the U.S. – program tries to present realistic picture but not destroy hope

Professionals --difficulty of non-identity in U.S., need to accept entry-level job in different field

Resettlement in U.S. vs. Temporary Protection in Europe -- a big conceptual difference -- unlike those who have gone to northern Europe, the general feeling that they will never see Bosnia again; now even bigger problem because the referrals will be more those who are leaving rather than coming to the U.S. because there is less room for refugees in Europe

C. **Trauma Issues, Medical Situation**

Trauma is Extreme -- the situation is very fresh, the refugees have not decompressed somewhere in the safety of a camp, family situations (dead, injured and/or missing members) are real and immediate, they have seen and experienced things they never should have (first War Crimes Tribunal since World War II - those collecting evidence often sit in on INS interviews)

Various Reactions to Trauma -- some dealing better than others, some have kept their stories secret from husbands, families, etc, trauma of ex-detainees or those on the front lines could come out when in a job or in training once in the U.S.

Medivac Screening -- UNHCR is screening for Medivac cases, State Department is trying to arrange treatment in Zagreb, problems getting in and out of Bosnia

Ethnic Cleansing Through Restricted Access to Medical Care -- need to be employed to get medical insurance in Bosnia, Caritas and [Merriment] cannot get funding for medical aid, new ethnic cleansing is achieved by pushing people out because of their medical situation. [NOTE: There is a desperate need for medical personnel willing to go to Bosnia, especially in Banja Luka (contact NM if you know anyone willing to go over).]

D. **Political Update**

Tense Situation/UNPROFOR Contract Expiring -- Croatian President Tudjman wants United Nation Protection Forces (UNPROFOR) out of Croatia when current agreement expires on March 31, agreement gives UNPROFOR 90 days to withdraw from expiration, without UNPROFOR in Croatia UNPROFOR in Bosnia is untenable and troops would be vulnerable to attack, separatist Bosnian Croats headquartered in Knin want UNPROFOR to stay in Croatia because their "government" lives off taxes on relief convoys to Bihac (20-50% of the convoy is taken)

Difficult to Leave -- people have to register to leave and sign over deeds to their houses, an inventory is taken of their belongings (which are turned over before leaving), and they have to pay a fee and bus fare to leave; a new Bosnian Serb "humanitarian fund" to pay the bus fare for those who have lost their jobs, their houses, money and all their belongings (to the Bosnian Serbs)

Waiting in Border Tent Camps -- refugees wait for refugee status and a transit visa; border camps crowded; in mid-January, 800 refugees were in camps with space for only 300

Limitations by Croatian Authorities -- Croatians only let refugees across border into Croatia 1) if they have visas to go out of Croatia, 2) if they are Bosnian Croatian and willing to take citizenship, or 3) if there is a bed available in a Croatian camp elsewhere (i.e. someone has left the Croatian camp).

Gearing Up for War -- the question is not if, but when and where there will be fighting; Croatia thinks it will be a short winnable battle, Bosnian Serbs will join in full force, the Bosnian-Croat federation may unravel because of problems in Hercegovina, war will exacerbate the problem for refugees on the border and others still trying to get out of Bosnia

III. OVERVIEW OF THE ILLINOIS SYSTEM. Ed Silverman, State Refugee Coordinator and Manager of the Refugee Resettlement Program for the Illinois Department of Public Aid (IDPA), reviewed Illinois' long history of resettlement and the existence of a Bosnian-American community in Chicago for 100 years. He also explained Chicago's model of inter-agency coordination and specialization of services and how this approach works for Bosnian refugee resettlement. Highlights are as follows.

A. Resettlement History

Contract With Coordinating Agency -- IDPA contracts with the Jewish Federation of Metropolitan Chicago (JFMC) for refugee resettlement which then subcontracts for primary services with social service agencies

Significant Resettlement Numbers -- about 90,000 refugees resettled in Illinois since 1975, 40% from Southeast Asia (others from Eastern Europe), now largest numbers from the former Soviet Union, Vietnam, Bosnia and the Middle East

Private/Public Sector Cooperation -- JFMC serves as a nexus of this cooperation, system focuses on problem solving and program innovation (e.g. early intervention).

Bosnian American Community in Chicago Area -- one of the largest immigrant communities in Chicago (around 80,000 former Yugoslavs in total), Bosnian Muslim mosque in downtown Chicago since 1908 (moved to the suburb of Northbrook in 1968), first wave of Bosnian refugees were family reunification

B. Bosnian Resettlement

Potential Barriers Exist to Absorption -- false perception that Chicago's Bosnian-American community would absorb refugees, problems are 1) cultural barriers, 2) differences in values, 3) differences in experiences, 4) numbers (2500 in Bosnian Muslim community before the war and already 1700 refugees resettled), 5) geographic separation of families

Bosnian Refugee Center (BRC) -- recently established center staffed by refugees from the former Yugoslavia, Illinois believed that recently arrived refugees needed a place for the refugee community to define itself. It is hoped that the Center will evolve into a mutual assistance association.

Illinois Involvement in Medivac -- about 35 cases (one of the largest number in the U.S.), problem because cases and escorts were not connected to social support, worked for one year to fix the system and the International Organization for Migration (IOM) cancelled the program one month later

Bilingual Staffing -- important part of resettlement process: especially for the two agencies receiving the largest number of Bosnians (World Relief and Interchurch Refugee and Immigration Ministries), refugee health screening with two bilingual staff members each at the two primary care clinics in Chicago handling Bosnians (the Wilson Clinic and Mount Sinai/ Touhy Clinic), male and female bilingual staff at mental health program run by Travelers & Immigrants Aid (TIA)

Support System for Bilingual Staff -- weekly seminars to help Bosnian staff deal with their problems; led by Dr. Abigail Sivan, who works for Rush-Presbyterian-St. Luke's Medical Center and is an expert in therapy for victims of violence (she also was one of the experts at the War Crimes Tribunal working with Dr. Bessione's investigatory team at DePaul University in Chicago); funding for the program comes from a combination of private resources (hospital in kind) and a discretionary grant from ORR.

IV. RESETTLEMENT MODELS AND SERVICES FOR BOSNIANS. Agency directors from: World Relief (WR), the Episcopal Diocese of Chicago, Travelers & Immigrants Aid, Interchurch Refugee and Immigration Ministries (IRIM) (also speaking for Lutheran Social Services due to recent merger), Jewish Family and Community Services (JFCS), and Catholic Charities Archdiocese of Chicago (CCAC) spoke about their programs and the models they use for refugee resettlement. Highlights are as follows.

A. Overview by Jewish Federation of Metropolitan Chicago (Pamela Seubert). The main characteristics of the Chicago cluster model of resettlement of Bosnian refugees have been: leadership from the state coordinating office providing a lot of support for local service providers, the use of Bosnian staff, and the close relationship between the public and private sectors. While using Bosnian staff, the agencies try to balance the benefits of employing established Bosnians who already know the U.S. system (but who may have significant gaps in memories and different experiences with their former country) with newcomers who can relate to situation of other refugees (but who may suffer from their own adjustment problems). Chicago is lucky to have a continuity of leadership and many people who have worked in resettlement for close to two decades.

[Note: Bosnian refugees will not experience the seamless continuity in service delivery which characterizes the Chicago (and Illinois) resettlement experience elsewhere in the United States. In many communities, there is a disjointedness between PRM and ORR funding of services, but Chicago has continuity of services through its coordinated approach to resettlement.]

B. World Relief (Galen Carey, Ann Costello)

Facts and Figures -- 2 offices in the Chicago area (one downtown, one in the western suburbs), over 600 Bosnians of the total 800 refugees resettled in 1994

Volunteer Model -- use their affiliation with the National Association of Evangelicals to connect private sector volunteer resources with the refugees through 2 programs after initial resettlement services

* Lamplighters -- volunteers who provide refugees in-home tutoring
* Befrienders -- volunteers who help with the orientation program as supportive "friends" by visiting once a week and help with English, homework, excursions, getting around (e.g. how to ride the bus)

8-Week Pre-employment Course -- focuses on a) employers' expectations and b) pre-employment English and interviewing skills

Chicago Office Staff and Caseload -- 5 bilingual staff members in the Chicago office: 2 longer established Bosnians, 3 asylees who have been here 3-6 years (also a bilingual Palestinian married to a Croatian), third year of Bosnian resettlement with a total caseload of 1200 Bosnians for Employment/Adjustment Services (including those in a cluster group through an agreement with Jewish Family and Community Service (HIAS)), one Bosnian caseworker setting up support groups based on circumstances of trauma (e.g. rape victims, ex camp detainees), refer more serious mental health problems to TIA

Western Suburban Office -- stronger in volunteers and ESL program for a year or two (morning or night, even after working), one part-time Bosnian psychologist (in U.S. since 1978)

C. **Episcopal Diocese of Chicago, Refugee Program (Mary Beth Jorgensen)**

Facts and Figures -- small program grew from 10 refugees in 1993 to 40 in 1994, a physician from Sarajevo as translator, 6 families as direct sponsorees and backup for another 30-50 Bosnians, wants to continue with Bosnian resettlement

Medivac Cases -- lots of problems with the Medivac cases, unemployable and no cultural orientation, often do not know what is happening because only 24 hours notice before departure, embarrassed to be on public assistance

D. **Travelers & Immigrants Aid (Virginia Koch)**

Facts and Figures -- affiliated with Immigration and Refugee Services of America (IRSA), resettled 35 Bosnians among a total of 300 refugees resettled in 1994, first cases family reunification because no translation capacity and no religious affiliation at TIA, with 4 Medivac cases began interpretation capacity, now a Bosnian asylee on staff, now free cases also

City-wide Mental Health Program -- head the project to provide mental health services to refugees and Bosnian direct line staff

E. **Interchurch Refugee and Immigration Ministries (May Campbell)**

Facts and Figures -- affiliated with Church World Service and now also includes Lutheran Immigration and Refugee Services (LIRS) because of recent merger, resettled about 400 refugees in Illinois last year (around 350 in the Chicago area), about 1/3 Bosnians; IRIM resettled 70 refugees through church or community-based sponsorships, 1/2 or those were Bosnians; LIRS resettled about 100 refugees in 1994

Sponsorship -- done very well with finding church sponsors, also have used cluster model with sponsors ecumenically, enjoyed working interculturally and with the Islamic/Muslim community

Multiculturalism -- large employment and adjustment program with bilingual staff, 17 staff members with about 27 different languages, Croatian refugee teaches ESL class

Medivac Cases -- IRIM has taken 10 Medivac cases, LIRS has taken 8, IRIM has one Bosnian translator for Medivac cases

F. **Jewish Family and Community Services (Betty Dayron, Ruth Fruhoff)**

Facts and Figures – main resettlement clientele Jews from the former Soviet Union (1500-1700 expected this year), resettled 62 Bosnians since June 1994, committed to resettling 150 Bosnians by June 1995, one Bosnian staff worker

Professional Worker Model -- bilingual staff; no volunteer workers for back up, as a result among the Bosnian community have the reputation for providing a higher level of cash assistance rather than volunteer support; community network and agency coordination help, working with the Bosnian Muslim community to help with finding apartments and to provide backup; most of caseload free cases; usually refugee put in a motel until they can find suitable housing

Placement -- Bosnian refugees settling in traditional communities for newcomers because of low-cost housing, Uptown Chicago multi-ethnic immigrant area; Bosnian landlords, who either own or manage buildings, rent apartments to, support and help interpret for the Bosnian refugee community; mixed marriage resettlement can be more difficult because may have problems being accepted by the very segregated communities (Bosnian, Croatian and Serbian) in Chicago

G. **Catholic Charities of the Archdiocese of Chicago (Paul Wheeler)**

Facts and Figures -- affiliated with the U.S. Catholic Conference, Bosnians only small part of client base (30-40) in 1994, expect more Bosnians in 1995, mostly family reunification but will have free cases in future, refers clients out to other agencies for employment services

Catholic Community Involvement -- tapped into huge Chicago Catholic population, especially with all the seminaries, theological institutions and Loyola University nearby

V. **GROUP DISCUSSION.** Topics covered in the discussion about resettlement included the following.

Chicago's Cluster Model vs. Small Town Placement -- Bosnian community support vs. "being the exotic", with significant numbers of cluster approach community can take more comprehensive approach and refugee feels less isolated

Moving to Poverty -- message stressed in orientation should be that the refugees are not just moving to America, but also moving into poverty; need to know about thrift stores, food stamps, the multi-ethnicity of the neighborhoods in which they will be living

Ethnic Diversity -- moving to the bottom ranks where there are people of color (e.g. their caseworkers could be Vietnamese or Ethiopian), a shock to move into low income neighborhoods and often they will have problems with the schools (often the worst schools), may have interpreters who are from Croatia or Serbia

Upward Mobility -- "the climb isn't that quick" and will not see the mobility immediately; 3 years is not an unrealistic timeframe to get to stable, manageable, employment that they can feel reasonably good about (not just a job providing minimal economic self-sufficiency); the system does not expect more than 90 days from the agencies, but we can expect the transition to be 3-5 years

Public Assistance -- refugees want to know about public assistance, but the orientation must stress employment and self-sufficiency

Religion in the U.S. -- a diversity issue, but is not ascribed in the U.S.; generally the U.S. does not care about their religion but Americans may have a stereotype about Muslims relating them to the fundamentalists and terrorism; may have a problem with the longer established Bosnian-Americans who often are more conservative and more religious

Identity Stereotypes -- although most Bosnians identify themselves as Bosnian (not Bosnian-Muslim, Bosnian-Croat or Bosnian-Serb), they may find the stereotypes emerge when they have contact with people in the public schools, with their doctors, etc.

VI. DISCUSSION WITH BOSNIAN DIRECT LINE STAFF. The two questions presented for discussion were: 1) What cross-cultural differences present the greatest challenge to resettlement for Bosnian refugees? 2) What language and cultural orientation skills and knowledge do Bosnian refugees need for successful resettlement?

Misinformation -- people overseas are confusing the U.S. with the Canadian program or there is deliberate misinformation, also should be told not to expect what they have seen on TV or at the movies, should be told that they will have responsibilities and must learn English quickly, that they will get $212 per person on public aid and that it will not be enough to rent an apartment, that they will get food stamps for food but no money to buy anything else, that their health insurance will expire after 8 months, that they will need ESL and should learn English overseas, that they must find a job very soon and that they must take an entry level job like busboy or pizza deliveryman

Reception and Placement Funding Limited -- in 1975, $565 was given per refugee; in 1995, $630 is given per refugee (with a cost-of-living increase, this amount would have been $2300)

English Language Training -- 75-80% of the Bosnians do not speak English; ESL should be taught in a longer mandatory overseas orientation (15-20 days); only some continue English after the basic course in the U.S. because 1) they have no time, 2) they think they do not need it and/or 3) the transportation to the classes is a problem; depending on the job, they can learn quicker in the workforce (e.g. two of the hotels in Chicago have ESL training for the housekeeping staff, but no talking is permitted on the line in factory jobs); in Chicago, the agencies have gone to the corporations who hire a lot of refugees and encourage ESL training

Types of Jobs in U.S. -- VOLAGs focus on entry level jobs with benefits (for women housekeeping, for men factory and physical jobs); biggest success factors are 1) CLIENT ATTITUDE, 2) internal fortitude, 3) confidence, 4) experience, 5) learning the culture of work and 6) English language skills; need lots of support; should look for a job by themselves, using the Bosnian community, before the agency finds them a job; agencies try to look at a variety of skills from outside of work (e.g. carpentry) and consider jobs related to those skills; Bosnian women are working more than men (they expect to work and are more willing to take entry level jobs)

Comparison to Employment in Bosnia -- in Bosnia stay with one job your whole life; in U.S. expect to change jobs, to go to night school to learn new skills, and not to accomplish everything in 12 months; average of 3-4 jobs before they reach one that is socially acceptable and where they are economically self-sufficient; hard time for professionals because of different professional requirements; those with vocational training do better; without English, most will have to take jobs different from their former profession

Problem with Older Refugees -- 50-60 year-olds are a big problem because 1) they cannot learn English, 2) they have suffered a lot, 3) they are too old to find a job but too young for SSI; in Bosnia, like in much of northern Europe, those over 50 already get a pension; retirement age in Bosnia is 60 for women and 65 for men or after 30 years of work (so most earn their pension by the age of 50); in the U.S., the retirement age is 65 years old or earlier only if severely disabled; similar problem with all Eastern European populations

Medicaid Limitations -- health care situation very troublesome for the Bosnians; for those without children, Medicaid ends after 8 months; Bosnians are not eligible for categorical assistance unless severely disabled (and generally 2 years for SSI approval); those who are least employable are most vulnerable to the limits on health care

Video Project -- CAL and JCMC should produce a series of video segments (using the PAL system) on "American Newcomers" discussing issues of housing/rental, the financial system, etc. They could tape Bosnians, young and old, those here 6 months/18 months/3 years, and use the tape in Zagreb CO. The video should show success and not-such-success stories and focus on America as a place of opportunity. Nick should collect the most frequently asked questions from orientation and the video should show responses from Bosnians resettled in home/workplace/city settings in a couple different cities.

DAYS 2 & 3

I. **BOSNIAN MENTAL HEALTH PROGRAM.** At Travelers & Immigrants Aid, Dr. Abigail B. Sivan, Ph.D. and the team of mental health workers discussed the treatment programs they have for Bosnian refugees as well as the support programs for Bosnian direct line staff and Bosnian children. TIA's city-wide programs are an example of Chicago's specialization of services. (Mental Health Staff: Mary Lynn Everson, MS, Director of Mental Health Services; Buni Cocar, Ph.D., Administrator of Refugee Mental Health; Mary Fabri, Psy.D., Clinical Psychologist; Zvezdana Djuric-Bijedic and Azra Muftic, Mental Health Counselors)

A. Overview of TIA Programs

1. **Support Program for Bosnian Direct Line Staff** -- weekly meetings and monthly educational meetings to support all of the cultural workers (about 20); goal is to create a community of workers to support the community of refugees; weekly support group meetings are separate from the monthly educational meetings because you cannot do support and be authoritative (which is necessary for education); in the educational meetings, they share information and discuss business opportunities, employers come to speak about what they want and they strategize such as deciding how to approach the discovery that Motorola is opening in Rockford, Illinois and wants foreign labor

2. **Mental Health Screening** -- began 2 months ago; one-on-one screening that becomes part of the refugee's health record; Illinois State Department of Mental Health is creating common records, so they are not agency-based

3. **Children's Support Program** -- mentoring and support program for children (e.g. seeing "Hoop Dreams" and introducing them to Black culture or preventative programs such as providing orientation to what is adaptive and what is maladaptive with the youth of today); TIA still contacting schools and trying to identify children who need treatment as well

B. Mental Health Problems of Bosnian Refugees

Fear/Lack of Trust -- problems with 1) pre-existing diagnoses that are not revealed (because of fear of rejection for resettlement) and 2) trust (e.g. some Medivac patients need home visits, but will not let the mental health workers into the homes to assess)

Three Basic Categories of Bosnian Patients -- categories are 1) physically healthy, 2) wounded and 3) victims of concentration camps; big difference between the Medivac patients and those who came through regular resettlement (difference of choice, most Bosnians chose to come to save their children's lives but Medivac patients did not come to U.S. to resettle)

Post Traumatic Stress Disorder and Resettlement Stress -- everyone suffers from PTSD, may be exacerbated by large Bosnian community that can serve as reminder of life in Bosnia

Medivac Cases -- big problem that none of them is physically healthy, came to the U.S. for medical treatment and think they will return to Bosnia after treatment, cannot adjust because do not want to, they are very unhappy and sink deeper into PTSD, they do not know what to do in the U.S. (maybe can get SSI temporarily)

Concentration Camp Victims -- because of strong PTSD and the terrible things they experienced, they cannot adjust (cannot even go to ESL classes or try to find a job); problem is that look physically healthy and system has tremendous expectations for them; often they are not sleeping, they experience intrusive thoughts, nightmares, flashbacks and reexperience the trauma through retelling (this is physical reexperience with real pain, etc.); many families are not talking about their experiences because they were separated during that time and now feel isolated

Children's Issues -- most children have been out of the mainstream of society for years, so they suffer not only physical health (e.g. hearing loss due to untreated ear infections) and growth problems, but also developmental lags

Concentration Camp Syndrome -- TIA staff have noticed that some adults are losing weight to feed their children (because not enough money for everyone to eat)

C. Treatment

Clinical Cases -- Illinois State Psychiatric Institute (ISPI) will take Bosnian cases, but want an accurate assessment of problems and needs TIA to help with the treatment and interpretation; lower percentage of clinical cases among the Bosnians, but the problems are greater when they get to the U.S. because of adjustment stress

Therapy -- began in February (very new); still identifying patients who need medication and/or therapy; illnesses impact the whole family (metaphorically, "if you already have one broken leg, you can't have two broken legs because then you can't go anywhere" -- no one else in the family is allowed to have any problems in the family); places great pressure on children to behave and do well in school, family members are "walking on eggshells"

Overwhelming Needs -- identified overwhelming needs 1) treating those identified as needing it, 2) identifying others who need treatment, and 3) providing more treatment for current patients; desperate need for interpreters because generally cannot get volunteers from community (people who speak English work and using children as interpreters is inappropriate); a shame that the great resources that exist (i.e. Holocaust psychologists) cannot be tapped into because of lack of interpreters

Volunteer Psychiatrists -- the work is very difficult and depressing: one consultant psychiatrist quit after only 6 months saying "the refugees overwhelmed me" and that he would work for one week and be depressed for two

D. Suggestions for Cultural Orientation

How to Help -- we need to understand that they know America through 50 years of propaganda and believe that the U.S. is El Dorado with streets paved with gold (wildly fantastic expectations); be supportive of the refugees but TELL THEM THE TRUTH, THE NAKED TRUTH; they think money is free and psychologically they have a "sense of narcissistic entitlement," they expect repayment for something they have endured

CO Program and PTSD -- the cultural orientation program in Zagreb could cover some issues of PTSD, but the refugees will not necessarily be able to absorb it in that setting

Adjustment to North America -- many Bosnians feel they still belong to Europe while others feel that America is not far enough away; may not believe "naked truth"; balance hope/encouragement and realism because people respond differently to the message; from the American perspective, the U.S. is saving these people from imminent death (expecting refugee to be grateful just to be in U.S.) and from the refugee perspective, America is bringing them to America to help them (expecting U.S. to provide everything for them)

Pre-screening -- the mental health workers wish the "Blue Sheet" noted where the refugees are coming from not just where they are born; if TIA knew where the refugees were coming from they could better interpret what the refugee had suffered by using the DePaul database on the conduct of the war which has daily reports of what is happening where (TIA could analyze whether they suffered shelling or forced transport, whether they were dealing with guilt or trauma)

II. BOSNIAN REFUGEE CENTER. Staff at the Bosnian Refugee Center explained the purpose of the center and the services they provide. (Zumreta Kunosic, Mirsad Kurtagic, Adnan Arslanagic, Svjetlana Vokovljok)

Facts and Figures -- TIA is fiscal agent with oversite responsibilities, funding from IDPA and ORR until September 1995, center opened in January with 3 staff -- Adnan, Mirsad and Zumra

Philosophy -- many Bosnian organizations in Chicago, but BRC first with "refugee" in its name and with all-refugee staff; philosophically represent "any refugee who considers Bosnia-Herzegovina their home"

Activities -- host the Thursday morning support group meetings for Bosnian caseworkers, sponsor in-home English classes to the sick and wounded, organize adult and children English classes and sports activities in part of the basement of building with Bosnian landlord, do outreach for previously unidentified pockets of Bosnian refugee, support visits to wounded, community liaison services for Bosnian refugees (e.g. on issue of Serbian teacher in Bosnian bilingual class)

Coordination With Other MAAs -- will join the monthly coordination meeting with the Vietnamese, Chinese, Laotian, Cambodian and Ethiopian MAAs

The 6 Month Vision -- goals are: a strong advisory board with many Bosnians on it, working toward communicating with other groups of Bosnians (fact sheets, newsletters), working relationships with other organizations, some way to provide support for Medivacs, Chicago as a model (like with the Vietnamese) of having ex-detainees meet and greet newcomers at the airport

Newsletter/Network -- plans to work with Bosnian-American Cultural Association (BACA) on its new newsletter written by and for Bosnians; would like a national network of Bosnians; want to increase the 1/2 - 1 hour per week of Bosnian radio BACA has in the Chicago area (competition among the Bosnian, Croatian and Serbian communities for airtime); may be able to access BOSNET -- international e-mail network

III. REFUGEE HEALTH SCREENING AND PRIMARY CARE PROGRAM. Joan Schulhoff, PA-C and her staff at Touhy Health Center explained Chicago's system of refugee health screening and how it centers around a bilingual culturally-sensitive approach. The use of Bosnian staff at Touhy and the Wilson Clinic are a key element in the success of this approach. (Rusmira Gazija and Sadzida Lagumdzija, Bosnian Staff; Ed Gilmore, PA, Clinical Supervisor; Carolyn L. Broughton, Illinois Department of Public Health, Refugee & Immigrant Health Services)

A. Overview

Philosophy -- Touhy staff try to put themselves in the refugees' shoes, to understand Bosnian health care and to incorporate their beliefs into the medical treatment; multicultural approach includes research on alternative and ancient medical technologies and use of medications from other countries

Public Health Screening -- two-day process of "head to toe physical" within 2 weeks of arrival; Bosnian-language questionnaire with questions specific to Bosnian culture; distribute "Health the American Way" (in Russian, but now being translated and made culturally specific to Bosnians) which contains information about insurance, medical history, when to call, what is an emergency, calling ambulances and who pays, what medications you should have at home, etc.; identify and prioritize health problems

Primary Care Facility -- "one-stop shopping" at Touhy for all services for 30 days from date of arrival (Touhy benefits from affiliation with Mount Sinai primary care hospital linkage, while Wilson Clinic must get referrals

Accessibility -- 24 hour phone service with language capabilities; sometimes the questions are not medically related, staff may be the only connection the refugees have after hours

Bilingual Screening -- developed statewide by Ed Silverman; Wilson Clinic was developed first; the Touhy Health Center, a division of Mount Sinai Hospital employs PA's who know a few basic phrases which makes treatment much more efficient because PAs can develop trust by developing a therapeutic repertoire before they need a translator

Bosnian Staff -- 2 at Wilson Clinic and 2.5 at Touhy; Bosnian staff members have some of their own adaptive issues; they benefit from being able to help their own people

B. Comparison to Bosnia/Expectations

Comparison to Bosnian Health System -- services in the U.S. are similar to those in Bosnia prior to the war in terms of medications and diagnoses (sometimes higher tech, e.g. dialysis); all Bosnians had 100% coverage for medical care, dental care, medicines, rehabilitation services; a small amount of money was deducted from wages to go toward health fund

Negative Cultural View of Illness -- Bosnian refugees will not admit to feeling ill at first, only after several visits and they feel comfortable; in Bosnian culture, it is very shameful to be sick, and even more so to be mentally sick ("primitive thinking about psychiatry"); even more difficult for Bosnian women because they hold the family together; having Bosnian staff helps patients open up because they see their own pain in the eyes of their own people

C. Bosnian Refugee Health Issues

Post Traumatic Stress Disorder -- the majority do not have specific illnesses, but show signs of psychophysiologic illnesses (a series of vague aches, headaches, stomachaches); as soon as you solve one, another appears which allows the medical staff to stay involved until the patient trusts enough to verbalize their problems; problem with R&P contract that clinic has a limited mandate to only concern itself with public health issues and other health problems only as a barrier to employment; others do show signs of PTSD including fragility to stress, crying, a lack of concentration and depersonalization

3 Links for Refugees -- the refugee will have 3 links to the U.S. system from which to choose one or more mentors: the medical staff worker, the VOLAG caseworker and the ESL teacher. Each of these mentors may have different messages due to their perspective: the medical staff worker may say they cannot work because they are sick, the ESL teacher may say how they cannot work without English, but the VOLAG caseworker will emphasize employment.

Disappointment with Treatment -- natural disappointment because usually the refugee will not feel totally well even after medical treatment (may still suffer psychophysiologic illnesses due to adaptive process and in some cases PTSD)

Primary Care is Big Issue -- much more difficult to provide primary care (e.g. hypertension, strokes, etc.) than public health screening (e.g. TB tests); often a matter of negotiation to get patients to seek treatment for problems

IV. Employment Services, World Relief. In a round-table discussion, the employment services staff discussed the services provided by World Relief and issues of employment faced by Bosnian refugees. (Galen Carey, Ann Costello; Julie Soderberg and Heidi Arbreu, ESL Teachers; Ami Henson, Employment Specialist; Tracy Smith, Development/ESL Coordinator; Bellamy Bramman, Case Manager)

A. Employment Program

Pre-Employment Curriculum -- began the 8-week pre-employment classes (3 hours/day, 4 days/week) in July, more than half of the new arrivals attend the class within the first 8 months in the U.S. and also trying to get those who have been here longer to take the course; beginning and advanced levels; teaches how to give personal information, job interviewing skills, filling out job applications, the interviewing process (including cultural tips such as Americans define themselves by their jobs and selling yourself), starting at the bottom of the ladder, post-job skills (such as following directions, reading maps, giving directions in a work setting, talking with a supervisor, reporting absence)

ESL Classes -- everyone goes through the general ESL first, most enrolled within 3 weeks of arrival, two factories in the western suburbs pay WR to teach ESL to refugee workers

Placement -- WR tries to focus on special skills and find better quality jobs using refugees' skills; average time to find a first job for Bosnians is the same as for all Eastern European refugees; difficult to look for work while in pre-employment class; pressure is great for single RCMA (Refugee Cash and Medical Assistance) refugees, more than for AFDC (Aid to Families with Dependent Children) cases because they are not time limited; Bosnians do not want hotel jobs because several area hotels lay off refugees before they qualify for benefits (90 days)

Relationships With Local Employers -- WR has developed relationships with local employers who hire large numbers of refugees (e.g. hiring 10 every couple of months), mostly factories and hotels; refugees are attractive hires because they work hard and the pay is low; but the leveraging power is not so great because there is a lot of competition for entry-level jobs; Bosnians have an advantage because they are considered desirable, but they must learn English

B. Employment Issues

Biggest Issues: Competition, Benefits, Interviews and Expectations -- Bosnians will be competing with lots of other poor people and minorities for jobs; they need to learn English to compete; most are shocked by the lack of benefits; interviews are a new experience and are required for all jobs (often not necessary in Bosnia); expectations need to match the reality of taking an entry-level job; opportunities will not just present themselves, but they will be rewarded if they pursue opportunities.

The Shock of Taxes -- Bosnians are shocked that the product price is not the final price (sales tax) and that the hourly wage is not what they take home (income taxes); mainly, this is due to the European practice of goods being sold with VAT included in sticker price and discussing wages in terms of net rather than gross pay

The Perils of Working for Cash -- WR tries to discourage refugees from taking cash jobs by stressing the consequences if caught 1) they will have to pay back public aid and 2) could be fired without rights or legal recourse; not much of a problem with Bosnians although there is an incentive to work both ends of the system (public aid and work for cash)

Changing Jobs -- refugees usually have 2-3 jobs in the first 2-3 years

CO to Should Stress Move from Sequential to Multi-tasking Framework -- in general, the framework of life in Europe is sequential -- select a school at 14 which leads to university or college which leads into the first job where you stay until retirement -- orderly and predictable; in the U.S., we have a multi-tasking framework for life where everything is done simultaneously and changes occur throughout life -- changing jobs and careers, adult education, working and studying simultaneously, working several types of jobs at once; adjustment to this framework can begin in overseas cultural orientation

V. ESL Classes/Employmment Program, Interchurch Refugee and Immigration Ministries. Director May Campbell introduced the IRIM staff. Marty Hansen began the discussion with information about IRIM's sponsorship model. Then, the ESL and Employment Program staff discussed some of the challenges faced by Bosnian refugees (Melineh Kano, Program Coordinator; Mihaela Cimpian, Employment and Adjustment Coordinator; Svjetlana Vokovljok, ESL Teacher; Roger Heide, Job Developer; Ramiz Nukic and Ines Pecuvcic-Jasarovic, Employment and Adjustment Counselors)

A. Sponsorship Model and Resettlement

Sponsorship -- IRIM estimates the financial commitment for 3 months of involvement with a family of 4 to be around $2500; many suburban churches are happy to sponsor refugees resettled in the city because there is a better support network and congregation members can visit the refugee 2-3 times a month; sponsors want to know about the country the refugees are leaving (including current political information), the expected financial commitment, the time commitment, what should be provided in the apartment (IRIM has a Sponsor Checklist)

Resettlement Process -- after the refugees get settled in their apartment, they come in for intake, social security, health screening and register for ESL classes; within 30 days of arrival they attend a 2-day group orientation (4 hours/day) at which time they hear about other refugees' experiences and can ask questions about adjustment, employment and all aspects of life.

"Welcome Check" -- IRIM provides a one-time grant of $175 per refugee (regardless of age) which serves to give them a bit of dignity

B. ESL Classes

Mixed Classes -- all ESL classes are mixed, about 50% Bosnian and the rest Iraqi and other Middle Easterners; the mixed classes force the students to use English for communication and help bridge building between the different ethnic groups

Special ORR Grant -- IRIM has a special ORR grant of discretionary funds for FY1995-96 which it uses to provide an intensive 12-week ESL training course (4 days/week, 3 hours/day) at job sites (3 hotels) as well as Saturday and Sunday post-employment ESL classes

C. Employment Issues

Placements -- In February, IRIM placed 14 Bosnians in jobs and 3 found jobs on their own; many start part-time and move into full time or are promoted or move to a better job; the most important factors are ENGLISH (promoted because of it), employment histories, self-esteem, and ambition (e.g. asking for overtime every day); sometimes it takes a lot of convincing to get them to take low-level jobs

Problems with Professionals and Changing Jobs -- Bosnians must overcome European view that it is shameful 1) to do job other than that which you are trained to do (problem for professionals) and 2) to change jobs; Bosnians would often rather wait and get a job they are trained to do rather than take a job "lower than their skills"

Types of Jobs -- Bosnians generally placed in entry-level jobs with a company, factory or hotel that offers medical coverage (factories and hotels often have union packages with health, dental, vision, vacation, sick and personal days); IRIM will only seek placements with medical coverage because they believe it is necessary and medical coverage is an incentive to take a job with a low salary

What Can Be Learned From Taking Lower Jobs -- benefits in taking low-level jobs: 1) they start to establish a work history and have a better chance to move ahead by showing they are trying to reach stability, 2) they will improve their English twice as fast on-the-job, 3) having a job helps the adjustment by providing routine in their lives and forcing them to deal with people on a daily basis, 4) in the first job, they cannot negotiate salaries, but in later jobs can start to negotiate to get a higher salary

Turnover From First Job -- a small group leave within a month, but most stay longer than 3 months

Job Mobility -- Bosnians are upwardly mobile; the housing shift begins at the 2-3 year mark when they have 2 stable jobs and income

RESETTLEMENT AS PROCESS, NOT EVENT -- Refugees too often view resettlement as an event, but it is really a long, slow process; should be told in advance what benchmarks in the process show that they are succeeding (e.g. reaching level 4/5 ESL, getting their first job)

Employment Performance Standard -- IRIM is not allowed to take free cases because they failed to meet the 6 month employment performance standard; the standard is 80% employment at 6 months for free cases, IRIM has 66% for all cases and 50% for free cases. Only LSS and CWS make the marker (but IRIM could make the 80% mark at 8 months); the high standards are set because only 5-8% are free cases and those are the only ones where they can experiment to find out best location for job placement

VI. **Home Visits With Bosnian Refugee Families.** Visits were made to the homes of 4 Bosnian refugee families, all of whom live in apartments in the refugee area of Uptown Chicago. The home visits gave overseas staff the chance to see the living environment of the refugees and a chance to talk informally about adjustment to life in the United States.

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FACT SHEET

Program Titles:	United States Refugee Processing Program (RPP) and American Cultural Orientation Program (CO)
Funded by:	US Department of State, Bureau of Population, Refugees and Migration
Purpose:	To process Bosnian refugees for resettlement to the U.S. as well as conduct an American cultural orientation program to prepare the refugees for resettlement to the United States.
Location:	Processing: Zagreb, Split, Gasinci, Varazdin, Savudrija, and Ljubijana, Slovenia Cultural Orientations: Zagreb, Split, Gasinci, Varazdin, Rijeka, Obonjan, Dubrovnik, and Ljubijana

REFUGEE PROCESSING PROGRAM

- ICMC began processing refugees for resettlement in September, 1993, with applications for 2,498 refugees having been processed since that date.
- Initially approximately 90% of the cases were UNHCR referrals (ex-detainees, vulnerable individuals, victims of violence, and mixed marriages). Currently 40% of the caseload is based upon UNHCR referrals and 60% is based on affidavits of relationship (for immediate family members and close relatives).
- The majority of cases referred by UNHCR are residing in refugee camps in Croatia.
- 33% of family members on UNHCR referral lists were in Bosnia-Herzegovina at the time of referral.
- The INS approval rate for cases through January 31, 1994 was approximately 94%.
- As of January 31, 1995, assurances have been received for 1,658 refugees with 1,575 refugees having departed for the U.S.

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CULTURAL ORIENTATION PROGRAM

- The first CO classes began in July 1994 targeting the refugee population between 16 and 60 years of age.
- Refugees are referred to ICMC CO by both IRC/USRRO and ICMC/USRPP once they have been approved by INS for resettlement.
- The CO class is optional and takes place while refugees await their departure to the United States. It is a 32 hour course taught over a period of eight days.
- Between July 1994 and January 1995, 765 students as well as other family members participated in CO courses. Currently 85% of the refugees eligible to participate in the course choose to attend.
- As refugees are scattered throughout Croatia and Slovenia, outreach to other locations began in November 1994 with classes now being conducted in various sites such as Gasinci (a refugee transit camp), Rijeka, Split, Dubrovnik, Obonjan, and Ljubjana.
- Students in Zagreb may participate in an optional afternoon ESL course.
- In 1995, resource collections will be established at several of the course sites with English language and cultural materials.

REFUGEES

- 98% of the refugees processed for resettlement are Bosnian Muslim. A small number are from mixed marriages or from the areas of Kosovo and Montenegro.
- A large percentage of the early cases processed for resettlement were severe persecution cases from the Northwestern region of Bosnia (Prijedor, Sanski Most, and Kljuc). This was followed by large numbers of ex-detainees from camps in Herzegovina, and ICRC evacuations from the Banja Luka area.
- Approximately 50% of current cases are affidavit of relationship cases from Federated Bosnia-Herzegovina, namely Tuzla, Zenica, and Sarajevo, where there is continued shelling.
- In FY 94, total numbers of refugees departing for the U.S. from Croatia and Slovenia were distributed as follows: 2720 in Zagreb, 1699 in Split, 544 is Gasinci, and 204 in Ljubljana.
- Of the refugees departing for the U.S., 137 were less than one year old; 1004 were between 2-11 years old, and 4026 of the refugees were over the age of twelve.

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U. S. CULTURAL ORIENTATION PROGRAM
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EIGHT DAY SCHEDULE

Cultural Orientation for U.S.-bound Bosnian Refugees

Time	Day 1	Day 2	Day 3	Day 4
8:30 - 9:30	**Introduction** - Roll call, "getting to know you" activities/games e.g True colors, mini - personal interviews, - Verbal/non verbal communication, greetings, gestures	**Sponsorship** -Identifying types of sponsors, stress multi-ethnicity of US society - sponsor/refugee responsibilities, expectations - potential areas of conflict	**Government** - Federalism, checks and balances - multi-party system -structure of U.S. govt, federal, state, local -public vs. private -compare/contrast with Bosnian system of govt	**Community & Social Services** - Define community services, slides, - tax flow where community services funds come from - sources of emergency help group work, role plays -welfare vs job
9:30 - 10:30	**What is CO?** - Define culture, topic overview, classroom dynamics, Ts and Ss, expectations for CO	**Resettlement** - Immigration law - refugee rights, discuss American value of self - sufficiency Gilligan's Island activity - resettlement slides	**Law** -U.S. Const., Bill of Rights -Federal vs state laws -legal vs illegal activities, Miranda rights -status and rights of refugees -Contrast laws, enforcement of laws in U.S. vs Bosnia, case studies	
10:30 - 11:30	**Transit Process I** - IOM travel/flight schedule packing tips, customs clearance, pointers while traveling long distance flights	**Geography** - Different regions, time zones, varying climate and geography, states, major cities, ethnic diversity, social strata in America	**Consumerism & Economy** - Budgeting for expenses - private enterprise, shopping around, - consumerism slides, types of stores, - American TV commercials video	**Telephone** - Dialing "1" before area code - emergency calls - different companies/ rates - collect vs direct
11:30 - 12:30	**Transit Process II** - Discuss IOM promissory note- stress importance of paying back the loan - good credit record, - airfare calculations	**History** - America as a multi- ethnic society, influence of American history on character/values - American history slides	**Banking.** - Saving/checking accounts, credit cards loans	**Health Services** - Compare/contrast Bosnia vs U.S. - Public vs private (medicare/medicaid) - methods of payment - Issues in US healthcare accessing services

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Time	Day 5	Day 6	Day 7	Day 8
8:30 - 9:30	**Education** - Compare and contrast US/Bosnian educational systems/structures - US philosophy of education as continual process - community colleges, universities - opportunities for continuing education, e.g. ESL classes	**Employment I** - Realistic expectations - sources of employment - entry level jobs, skilled and professional jobs - slides on different kinds of jobs	**Employment V** - job interview simulation - interview video	**Culture Shock** - "Toe to Toe" activity - stages of cultural adjustment - identify coping skills
9:30 - 10:30	- education slides	**Employment II** - hours, wages, deductions, taxes	**Employment VI** - The workplace - work rules and regulations	**Electives** - American music, dance sport - cultural videos
10:30 - 11:30	**Housing** - Tenant - landlord agreement and relationship - discussion of leases - You and your community/ neighbors - factors determining where to live - types of housing slides, housing video	**Employment III** - Skills assessment - finding a job-video where to look, application forms, resumes	**Family** - changing roles and responsibilities, problems and coping skills in order to preserve their family unit/values	
11:30 - 12:30		**Employment IV** - Job interview, what to expect, how to prepare		**Final Test and Evaluation** **Graduation Party**

2/15/95

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